

530-X-2-.05 Reporting Incidents / Vehicle Accidents / Complaints

(1) Alabama LP-Gas Board permit holders are directed and required to report to the board the following:

- a. Fires and explosions in structures equipped with an LP-gas system operational at the time of the incident or incidents involving any uncontrolled release of LP-gas must be reported to the Alabama LP-Gas Board. Upon discovery, the permit holder shall report such incidents by telephone communication followed by written communication on a form provided by the board. All information requested must be provided in order that the administrator of the board may determine if further investigation is warranted. The incident scene shall not be disturbed by a permit holder except as directed by emergency or law enforcement responders at the scene or by a representative of the Alabama LP-Gas Board.
- b. Vehicle accidents involving LP-gas cargo tank vehicles must be reported to the Alabama LP-Gas Board. Such accidents shall be reported as soon as possible by telephone communication followed by written communication on a form provided by the board. All information requested must be provided to assist the administrator of the board in determining necessary action.
- c. Complaints of defective installations or other problems with customer LP-gas systems which the permit holder cannot correct and resolve must be reported to the Alabama LP-Gas Board. In addition to board reporting requirements, the permit holder must also provide the affected customer with the necessary board form to file a complaint with the Alabama LP-Gas Board.

(2) Complaints must be filed on a form provided by the board. Anonymous complaints will not be accepted or investigated. Complaints related to the following will not be investigated as they are outside the jurisdictional authority of the board:

- a. LP-gas price;
- b. Contract disputes;
- c. Billing disputes;
- d. Refusal of service, delivery, or customer enrollment by LP-gas companies; or
- e. Alleged installation code violations that no longer exist.

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Statutory Authority: Code of Ala. 1975, §9-17-103, as amended.

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